



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 18th May 2022 between 2pm and 4pm.
Meeting held at Tutbury Village Hall.**

Present.

Patient Representation: JG Chair, JB Secretary, BW, JJ, SS, DM, AM, MM

Practice Representation: RB, Practice Manager

Guest; KB, Rocester PPG

1. Introduction and Welcome.

The meeting was opened by the Chair, JG, welcoming everybody present. JG also welcomed AM and MM to their first meeting and to KB who had attended from the Rocester PPG. She hoped they found the meeting of interest. For the benefit of our new participants everyone gave a brief update on their background. This was the first meeting to held at the newly agreed times.

2. Apologies

Patient Representation: SAR Deputy Chair, AG, ASS, NFS, MB

Pharmacy: Dean and Smedley, Tutbury

3. Approval of the Minutes from the Meeting held on 9th March 2022.

There were no issues raised on the Minutes. BW proposed approval which was seconded by JJ. The Minutes were accepted by the Chair, JG, as being a true record of the proceedings.

4. Action Log Update.

The Secretary, JB, apologised but to date he hadn't met with NFS to discuss ideas that she had regarding topics the Forum could be looking at. NFS had left a message for him congratulating everything the Forum was doing and it was good to see that regarding the Surgery things were beginning to get back to some sort of normality.

5. Practice Update.

- **Registered Patient Numbers**

As of 1 May registered patient numbers stand at 8177 compared to the beginning of the year at 8130. In response to a question clarity was given on the geographical area that patients must be within to register as a Tutbury Practice patient. People who live outside this area but had been registered for many years will not be asked to move to another practice. For people who live in the new housing development on Beam Hill and near the Salt Box Hatton are not allowed to register.

- **Staff**

Our GP, Dr Louise Evans, who has been on long term sick has unfortunately resigned from the position of Salaried GP at the Practice, her last working day will be Tuesday 5th July, we are therefore now looking to recruit 2 GP's.

Dr Alison Shearman, formerly a Partner at the Alrewas surgery, has now been with us since the end of March as an enhanced salaried GP. She does 6 sessions per week working Tuesday, Wednesday and Thursday. She has settled in very well.

Despite, advertising in all the regular NHS journals and website there have been no applications to replace Dr Skinner. Dr Skinner also had expertise regarding contraceptive implants and unless the person who replaces him, or if any of the current GP's wishes to be trained in this work the service will have to cease in the short term

In terms of Locum GP's the Practice is fortunate to be able to call on the services of Dr Pai and Dr Ashok. However, their availability is becoming more difficult due to the increase in work at their surgeries.

- **Health & Safety review**

NHS Property Services will conduct a Health & Safety review of the building on Thursday 19th May, they will also assess the access to the building, covering steps and ramps.

- **Telephone System**

The new telephone system has now been installed and hopefully patients have found the improvements positive. The system now provides data that we can review. These cover waiting times, the number of times patients can't get through, etc. Unfortunately haven't had chance to review the data but hope to over the coming weeks and will feed back the information to the Patient Forum.

Discussion had around the telephone system and the following were agreed

-The preamble message at the start does appear to be long, It was agreed that the message would be sent to a small sub group of the Forum to look at modifications and feed the ideas to the Secretary, JB, to forward on to RB.

-It was good to see positive comments about the receptionists being put onto spotted Tutbury, a social media site. This was especially helpful for the receptionists to see after the abuse they receive daily.

-Would it be better if people had information on who might be the best person to ask for when they get through, for example the clinical pharmacists? It was agreed that RB would send the staff names and positions to the Secretary and a newsletter would be produced.

-The telephone system has a 5year contract.

- **Practice Improvements**

The GP's have invested in providing staff with a newly installed restroom area for those taking their lunch breaks at work.

We will shortly start work on improved back office working environment – We are replacing workstations to provide staff with improved work stations. This work will begin week commencing 23rd May and hopefully disruption to patients will be minimal, we will continue to work through these improvements.

All these improvements and installation of the telephone system have been paid for by the GP's and are in the region of £20K.

- **Face Coverings**

As mentioned previously whilst Government guidance has changed in respect of face coverings, for Health Care settings the infection prevention and control measures have not changed. We still need to ask that patients continue to wear a face covering when entering the building and seeing clinicians and staff, unless they are exempt from wearing a face covering. If patients are exempt, can they please let reception know so that this can be detailed on their medical record, this prevents confusion at the front desk and when entering the building. We still need to maintain Infection Prevention after each patient and a full room clean down will take place after each patient has left the clinical room. COVID is still around, and we wish to keep patients and staff safe and infection free.

- **Appointments**

To reduce footfall with in the Health Centre and maintain Infection Control, we continue to offer Telephone triage appointments in the first instance. If the Clinician feels it is clinically necessary to see you, they will book you a face-to-face appointment. We also offer 50% of our appointments on line if you have access to

the online services.

However, two GPs are trialling face-to-face appointments without the need to triage first. These are for patients with minor illnesses such as lumps, bumps, abdominal pain and if successful may be extended.

In the past people were able to come to reception to make an appointment.

Currently this system has been stopped to ensure queues don't form at the reception area and the guidelines on the number of people within the building are maintained.

A discussion arose around the situation of patients seeing a GP and at the end of the consultation they say they want to see the patient again in say 3 weeks. On going back to the reception told there are no appointments available which can cause issues between the patient and the receptionist. RB is fully aware of this, and the topic is due for discussion with the GPs at the staff training day next week

- **Home BP Readings**

We please ask that patients record 1 weeks' worth of readings if asked to provide more than a single day. The readings should be recorded on the appropriate form, available on our website or via the surgery, we also ask that patients calculate their own average readings. Monday, we had over 40 results to process, this takes time and therefore your help would be very much appreciated.

- **Ear Syringing**

We are still not able to provide ear-syringing service to patients.

The Secretary, JB, said he would attach information on where these services can be located within our area, (This information can be found on page 8 of these minutes).

6. COVID Vaccination Programme

Uptake has continued to slow down since the start of 2022. Currently, vaccinating the over 75's with their 4th vaccine. In addition continuing the vulnerable 5-11year olds and 3rd vaccines for the 12-18year olds. Burton Albion have been successful in winning the EFL League One community award and at the finals were voted the overall winners for the EFL. In addition, an additional award was made to Ben Robinson for his contribution to the NHS for the COVID vaccination set up at the Pirelli stadium. The number of vaccinations given has now reached over 300,000.

7. Quiz Night

It had been decided to hold a Forum Quiz night on Friday 25th March 2022. This was at the Tutbury Club, High Street, Tutbury and 46 people took part. It was a successful night and after expenses there was a surplus of approx. £85. It had been agreed that

this would be used to purchase essential items for Ukraine crisis. Unfortunately, the Club has had a few issues recently resulting in a strict code for entry. This includes paid up members as well. There had been a further quiz night arranged for the 13th May but has been cancelled until the situation becomes clearer. Some quiz members had approached the Secretary, JB, to say they were unhappy with going back to the club. Based on this, enquiries have started around a different venue. The Village Hall has been proposed as a possibility.

8. Feedback from East Staffordshire CCG Governing Body, East Staffordshire CCG Patient Board and the East Staffordshire District Patient Engagement Group, and the East Staffordshire and Surrounds Diabetes UK Patient Network

The Forum Secretary, JB, who is the Vice Chair of both the East Staffs CCG Patient Board and the East Staffs District Patient Engagement Group, gave the following verbal feedback:

- *Patient Board and District Group*

As discussed for some time now the new Integrated Care System, ICS, has been given its Royal Assent and will be in place as from 1st July 2022. At that time, the current Clinical Commissioning Groups will cease to exist.

Initially, the aim was to have a top-level Board then 3 sub-Boards, North Staffs, South East Staffs, and South West Staffs below. Stoke-on-Trent will have its own system for the ICS.

However during its passage through Parliament the system was changed and now there will be only the following Boards:

ICS Board for Staffordshire and an ICS Board for Stoke-on-Trent.

This means that all decisions will come from these Boards only, and hence the chance of local issues being missed and the possibility of the current North/South Staffordshire divide becoming bigger.

At the May Patient Board the members were informed that as from 1st July in Staffordshire Patient Engagement will be via a single Patient Assembly.

The current Patient Board would not receive any support neither would the East Staffs District Patient Engagement Group!!

This was totally the opposite to what we had been told month on month so was not taken well by those affected.

On asking how and when this new Patient Assembly would be formed included how many representatives, what is the criteria for applying for a position etc there was no

information forthcoming as still in the design stage!!

It is planned to hold public roadshows throughout late May and June throughout Staffordshire to give more information on the ICS. Once this information becomes known it will be distributed to everyone. SAR and JB asked the members if they would attend.

There followed a robust discussion on the topic. It was agreed that the District Group had always been autonomous from the CCG, had its own monies, website and ran itself. The same could not be said of the Patient Board which has secretarial support, payments to some members, from the voluntary group and when face-to-face payments made for room hire. The other complication for both groups is that public liability insurance was under the CCG policy, and this will also be gone.

In the South East, the District group has support from the CCG including secretarial so they, technically, are in a worse situation than East Staffs District.

The Vice-Chair, JB, indicated that like the East Staffs District Group, wished to continue in some format from 1st July.

On the positive side the Chair and Vice-Chair had made many contacts during the years and was starting to work closely with the Primary Care Network and the Voluntary sector. It was agreed that at the next meeting in June we should have further information and the roadshows would have been held. The topic can then be discussed in more detail and plans start to be drawn up for the future.

- ***East Staffordshire and Surrounds Diabetes UK Patient Network, ESSDUKPN.***

The Secretary, JB, who is also the Chair of the ESSDUKPN gave the following update: As mentioned at the last meeting the network has two major projects for 2022 and beyond.

The work within Tamworth, Lichfield and Burntwood is continuing, and a stand was had at the recent Tamworth Community Reboot Event. This was successful and in conjunction with an earlier event at the Community Hub in Tamworth 7 people have signed up to the network.

In terms of the work with the BAME communities within Burton the decision has been taken to hold a public event at the Pirelli Stadium, Burton Albion Football Club to assist in kickstarting this project. This will take place on Tuesday 14th June between 5.30pm and 9.30pm. There will be speakers and exhibitors and it will be free to attend. In addition, the, to be inaugurated on 13th May, Mayor and his wife will be attending. Poster will be distributed and is attached to these minutes.

• **Virtual Group Update.**

No further comments to those mentioned in the action log.

9. Any Other Business

There was no topics sent to the Secretary, JB, under this section.

KB, Rocester PPG, thanked everybody for the invitation to attend the meeting. She had found the experience especially useful and could see first-hand the good relationship between the Practice and the Patient Forum. The Chair, JG, thanked KB for her comments and for coming along. She is welcome to come to any future meetings.

10. Date of the Next Meeting

The next meeting will take place on Wednesday 13th of July 2022. This will be a face-to-face meeting held at Tutbury Village Hall between 2pm until 4pm. The meeting was then closed by the Chair, JG, who thanked all members for their contributions to the discussions at the meeting.

Action Update

Ear Syringing

Below are some details of organisations that carry out this work. We are not able to recommend these services, just giving it out for information on what is available.

a. Dove Hearing Centres, based in Burton, Hanley, and Lichfield

Website www.dovehearingcentres.co.uk

Locations

Burton- Peel Croft Surgery, Lichfield Street, Burton Tel 01283 511820

Hanley- 53 Upper Huntbach Street, Hanley Tel 01782 253531

Lichfield- 21 Bore Street, Lichfield Tel 01543 262670

b. Crystal Ear

Mobile ear cleaning / de-waxing service using micro-suction

Provided by 2 registered nurses with a combined experience in ear care of over 50 years

Please call or email for further information and prices

Jo 07810002496

Di 07780858207

Email info.crystalear@gmail.com

c. Boots and Specsavers

d. The Ear Place

The Ear Place, 1st Floor, Willington Surgery

Kingfisher Lane, Willington. DE65 6YB

Phone +44(0) 1283 240259

Email info@earplace.co.uk